

ABSTRACT

Establishing a (secure) synchronized (web) browsing session between a customer at a first terminal (such as a kiosk for example) and a live agent at an agent station. A session manager may be used to establish this session. The first terminal does not need to download an applet from the agent station. Typically, a call will have already been established between the customer and the live agent. The kiosk and/or the agent may control access to content based on locators to the content (e.g., URLs). The access control may be based on GO, NO GO lists and/or rules.